



COPY OF PAPERS
ORIGINALLY FILED

Our File No.: KANA.P0001C

#15C
8/28/02
A.W.

CERTIFICATE OF MAILING BY "EXPRESS MAIL"

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express mail with Express Mail number EV052625188US in an envelope addressed to: Box CPA, Assistant Commissioner for Patents, Washington, D.C. 20231, on August 8, 2002.


Dag Johansen

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application for:

Gainey, et al.

Serial No.: 09/193,833

Filing Date: 11/17/98

For: METHOD AND APPARATUS FOR
PERFORMING ENTERPRISE EMAIL
MANAGEMENT

Examiner: D. Le

Group Art Unit: 2177

RECEIVED

AUG 22 2002

Technology Center 2100

AMENDMENT IN RESPONSE TO OFFICE ACTION

Assistant Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Office Action mailed 2/8/02, please amend the above-identified patent application as follows:

IN THE CLAIMS:

Please amend the claims in the above-identified patent application as follows: